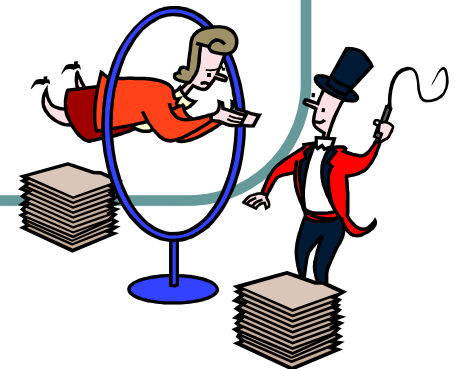


Developing a Staff Training Plan

Presented by Jan Walker, M.S., CPM
for the Mississippi Library
Commission



Insight CONSULTING, P.A.

Objectives

- Training as a key component in meeting the library's mission
- Developing staff training plans
- Individual Development Planning
- Emphasis on technical training plans as required by Gates "Staying Connected" funding

Let's Learn about Each Other



- Tell us...
 - Your name & what library you are from
 - How many people are on your library's staff
 - 2 most critical areas in which staff needs development

Importance of Staff Training

Quad Generational Workforce

Greatest Generation	1922 - 1943	52 m
Baby Boomers	1943 - 1960	76m
Generation X	1960 - 1980	51 m
Nexters	1980 - 2000	70 m

Importance of Staff Training Cont...

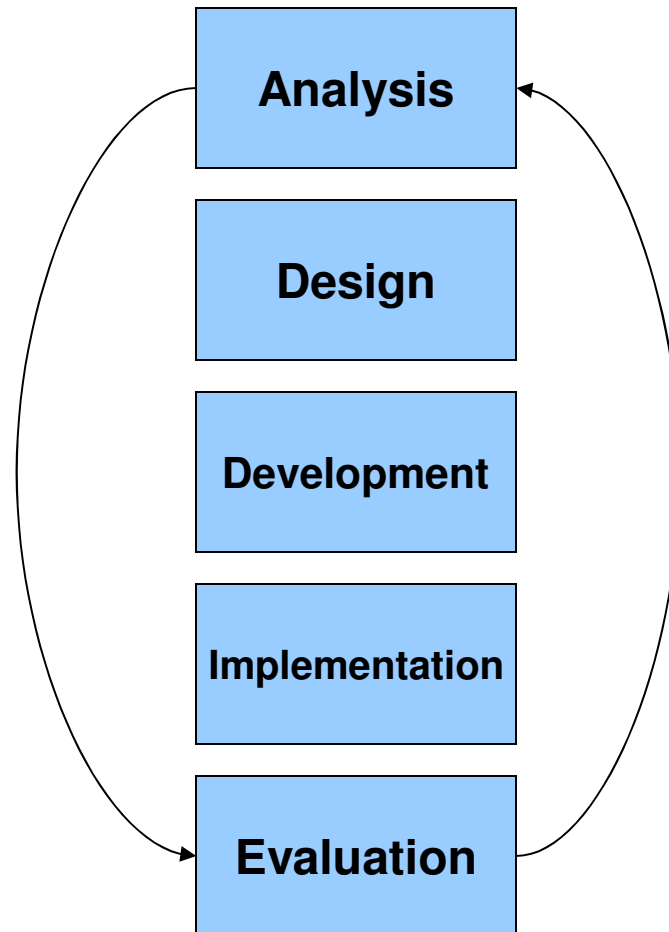
- Why is staff training important....
 - To your library director?
 - Serve stakeholders
 - Meet library's mission
 - Other
 - To your staff?
 - Transferable skill development
 - Vested interest of library in employees



Importance of Staff Training Cont...

- To your volunteers?
 - Opportunity to get something tangible back for volunteering
- To you?
 - ?
- To your library's mission?
 - Serve stakeholders
 - Acting as a knowledge repository

The ADDIE Model



Analysis



- Stage includes a needs assessment of staff
- Based on competencies critical to the individuals job
- Can be formal or informal

Analysis Continued...

- How can analysis be conducted?
 - Specified by a governing body
 - Organizational Scan
 - Formal Performance Management Systems
 - Self-assessment
 - Self/Supervisory assessment
 - 360 assessment

Design

- Needs assessment is turned into goals for the training plan and individual training sessions by
 - Determining the on-the-job behaviors that need to be accomplished with each identified needs area
 - Using those behaviors to create outcome-oriented goals for the training plan

Development

- During this phase, goals are turned into action items (or “How are we going to accomplish our goals?”)
- Identify resources needed to implement the training plan and where the resources can be obtained

Development Continued...

- When developing your training plans the following can be utilized:
 - “Open” training sessions from external organizations
 - Partnerships
 - Off-the-shelf training programs
 - Consultants
 - Individual Development Planning

Development Continued...

- Bill and Melinda Gates Foundation identifies 4 ways to deliver technology training
 - Training classes
 - Traditional classroom
 - Customized training
 - Do-it-yourself training
 - Books, tutorials, etc.
 - Listservs and message boards
 - Place to post questions and receive answers

Development Continued....

- To maximize your training dollars, consider the following questions:
 - What functions can be managed in-house?
 - What costs can be shared with partners?
 - Is lower cost or even free training available that will accomplish the same goals?



Development Continued...



- Budgeting takes place during this stage
- Budget line items to consider:
 - Curriculum development
 - Consultant/Trainer fees
 - Materials and equipment
 - Training facilities
 - Travel expenses
 - Other misc. expenses

Individual Development Planning



Individual Development Planning

- Steps in the IDP Process
 - Competency Analysis
 - Self-Assessment
 - Employee – Manager Meeting
 - Finalization and Implementation
 - Follow Up and Review

Implementation

- During implementation, challenges will arise
- Examples of challenges:
 - Time away from work for training
 - Unsupportive supervisors and peers
 - Resistance (or suspicion) from participants
 - Cost overruns

Evaluation

- Evaluation is a continuous process and should be considered at every stage of your staff training plan



Similar to a doctor evaluating his patients from diagnosis through treatment and recovery, training plans need continuous evaluation.

SMART Goals

S pecific

M easurable

A chievable

R ealistic

T ime Dimensioned



**Thank you for your
participation!**



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